

## ELIGIBILITY WORKER

### **GENERAL DEFINITION OF WORK:**

*FLSA Status: Non-Exempt*

Performs responsible paraprofessional work involving the determination or redetermination of the eligibility of individuals for various government programs; does related work as required. Work is performed under regular supervision.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Receiving and processing eligibility applications; evaluating, determining and redetermining eligibility; referring clients to service workers and other resources in community; preparing and maintaining files and records.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Processes applications and determines eligibility for benefits from various government and financial assistance programs; documents factors in case records; prioritizes schedule to meet policy timeframes.
- Performs customer service functions; provides assistance and information related to department programs, eligibility, procedures, forms, or other issues; responds to routine questions or complaints; initiates problem resolution.
- Interviews prospective clients; assists clients in completing forms; explains client rights and responsibilities; requests and obtains documentation to evaluate income, resources, and eligibility; analyzes and manipulates income/resource data to determine eligibility.
- Maintains case records; enters applicant data into computer; documents factors determining client eligibility on evaluation form; confirms data in case records.
- Performs initial screening of clients to determine potential disabilities; assesses client needs for basic benefits, determines eligibility for benefits, and develops assistance plans; enters eligibility status in computer systems and issues benefits.
- Assesses client needs for referrals; refers clients to community resources; refers cases to case managers and social workers as needed.
- Interacts with clients; provides counseling, career guidance, emotional support and positive feedback; assists clients in recognizing alternative choices and making appropriate life decisions; provides conflict management and works to diffuse hostile situations; provides casework counseling during crisis situations.
- Receives and assesses potential fraud information; detects inconsistencies in client history; makes fraud referrals.
- Applies general policy to specific case situations; researches and interprets policy as needed; documents policy compliance.
- Receives, prepares or completes various forms, reports, correspondence, logs, evaluation forms, case actions, client records, etc.
- Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Maintains confidentiality of departmental issues and documentation.
- Provides backup coverage for other employees or other positions as needed.
- Serves as staff at Red Cross shelters.
- Performs general clerical tasks, which may include answering telephone calls, performing data entry, making copies, sorting/distributing incoming mail, preparing outgoing mail, sending/receiving faxes, shredding documentation, filing documentation, or delivering/picking up documentation.
- Performs related tasks as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

General knowledge of the principles and practices of public social service organizations; general knowledge of current social, economic and health problems and of human behavior and social functioning; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to perform basic mathematics including calculating percentages; ability to follow oral and written instructions; ability to organize work schedule, manage workload and meet deadlines; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports; ability to establish and maintain effective working relationships with clients, associates and the general public.

### **EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in human services or related field and some public assistance program experience.

### **PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, crouching, reaching, standing, walking, fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.